



Verizon Communications
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October 29, 2001

Magalie R. Salas
Secretary
Federal Communications Commission
445 12th St., SW
Washington, DC 20554

Re: ONA Installation and Maintenance Parity/Nondiscrimination Report for Enhanced and Payphone Services

Dear Ms. Salas:

Pursuant to the FCC's Orders in CC Docket Nos. 88-2 and 96-128, Verizon hereby submits its ONA Installation and Maintenance Parity Reports for Enhanced Services and Payphone Services for the 3rd quarter 2001.

Should you have any questions, please feel free to contact me at (202) 515-2537.

Sincerely,



Suzanne Carmel

Attachments

Cc: Ms. Janice Myles

No. of Copies rec'd 0
List A B C D E

MAINTENANCE ACTIVITY WITHOUT DUE DATES
ALL OTHER CUSTOMERS
3rd QUARTER 2001

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)

CATEGORY 1		
=====		
TYPE A - CIRCUIT SWITCHED LINE		
* Business Lines	15,542	18.60
* PBX	3,522	17.93
* CENTREX	1,362	18.45
* WATS	5	36.40
* Mobile	13	21.46
* Feature Group A	252	12.97
* Foreign Exchange	1,797	17.28
* Payphone Services		
	N/A	N/A
TYPE B - CIRCUIT SWITCHED TRUNK		
=====		
* Feature Group B	7	2.14
* Feature Group D	0	0.00
* DID (Line and Trunk)	1,779	14.23
CATEGORY 2 - PACKET SWITCHED		
=====		
* Packet DDD Access Line	2,502	13.75
* Packet Synch. Access Line	427	7.85
* Packet Asynch. Access Line	331	10.36
CATEGORY 3 - TYPE A DEDICATED METALLIC		
=====		
* Protection Alarm	1,054	10.96
* Protective Relaying	425	10.79
* Control Circuit	552	11.91
TYPE B - DEDICATED TELEGRAPH GRADE		
=====		
* Telegraph Grade 75 Baud	0	0
* Telegraph Grade 150 Baud	N/A	N/A
TYPE C - DEDICATED VOICE GRADE		
=====		
* Voice - Non-Switched Line	3,007	8.81
* Voice - Switched Line	1,724	10.78
* Voice - Switched Trunk	142	12.60
* Voice & Tone - Radio Land Line	650	9.90
* Data Low Speed	3,579	10.93
* Basic Data & Voice	5,219	8.02

MAINTENANCE ACTIVITY WITHOUT DUE DATES
ALL OTHER CUSTOMERS
3rd QUARTER 2001

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
*****	*****	*****
* Voice & Data - PSN Access Tie TRK	206	14.48
* Voice & Data - SSN Access	1,337	12.99
* Voice & Data - SSN Intermach. TRK	0	0
* Data Extension, Voice Grade Data	435	11.34
* Protection Relay Voice Grade	19	6.04
* Dedicated Voice Grade - Telephoto & Facsimile	N/A	N/A
TYPE D - DEDICATED PROGRAM AUDIO		
=====		
* Program Audio 200-3500HZ	21	20.45
* Program Audio 100-5000 HZ	19	23.86
* Program Audio 50-8000 HZ	59	11.18
* Program Audio 50-15000 HZ	129	8.36
TYPE E - DEDICATED VIDEO		
=====		
* TV Channel, One Way 15kHz Audio	303	40.93
* TV Channel, One Way 5kHz Audio	N/A	N/A
TYPE F - DEDICATED DIGITAL(64 kbps)		
=====		
* Digital Voice Circuit	656	13.85
* Digital Data - 2.4kb/s	982	10.74
* Digital Data - 4.8kb/s	217	6.06
* Digital Data - 9.6kb/s	13,822	6.30
* Digital Data - 56kb/s	9,020	10.05
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)		
=====		
* Dedicated Digital - 1.544 MBPS	52,722	9.71
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)		
=====		
* Dedicated Digital - 3.152 MBPS	N/A	N/A
* Dedicated Digital - 6.312 MBPS	N/A	N/A
* Dedicated Digital - 44.736 MBPS	1,242	12.93
* Dedicated Digital - 45 MBPS or >	151	19.89
TYPE I - DEDICATED ALERT TRANSPORT	N/A	N/A
=====		
TYPE J - DEDICATED DERIVED CHANNEL	N/A	N/A
=====		
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	N/A	N/A
=====		

MAINTENANCE ACTIVITIES WITHOUT DUE DATES
BOC AFFILIATED ESP
3rd QUARTER 2001

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
=====		
CATEGORY 1		
=====		
TYPE A - CIRCUIT SWITCHED LINE		
* Business Lines	25	N/A
* PBX	1	4.00
* CENTREX	0	N/A
* WATS	0	N/A
* Mobile	0	N/A
* Feature Group A	14	78.21
* Foreign Exchange	102	4.74
* Payphone Services	0	N/A
=====		
TYPE B - CIRCUIT SWITCHED TRUNK		
=====		
* Feature Group B	0	N/A
* Feature Group D	0	N/A
* DID (Line and Trunk)	0	N/A
=====		
CATEGORY 2 - PACKET SWITCHED		
=====		
* Packet DDD Access Line	0	N/A
* Packet Synch. Access Line	0	N/A
* Packet Asynch. Access Line	0	N/A
=====		
CATEGORY 3 - TYPE A		
DEDICATED METALLIC		
=====		
* Protection Alarm	0	N/A
* Protective Relaying	0	N/A
* Control Circuit	0	N/A
=====		
TYPE B - DEDICATED		
TELEGRAPH GRADE		
=====		
* Telegraph Grade 75 Baud	0	N/A
* Telegraph Grade 150 Baud	0	N/A
=====		
TYPE C - DEDICATED VOICE GRADE		
=====		
* Voice - Non-Switched Line	0	N/A
* Voice - Switched Line	0	N/A
* Voice - Switched Trunk	0	N/A
* Voice & Tone - Radio Land Line	0	N/A
* Data Low Speed	58	3.85
* Basic Data & Voice	1	0.30

MAINTENANCE ACTIVITIES WITHOUT DUE DATES
BOC AFFILIATED ESP
3rd QUARTER 2001

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
*****	*****	*****
* Voice & Data - PSN Access Tie TRK	0	N/A
* Voice & Data - SSN Access	0	N/A
* Voice & Data - SSN Internach. TRK	0	N/A
* Data Extension, Voice Grade Data	0	N/A
* Protection Relay Voice Grade	0	N/A
* Dedicated Voice Grade - Telephoto & Facsimile	0	N/A
TYPE D - DEDICATED PROGRAM AUDIO		

* Program Audio 200-3500HZ	0	N/A
* Program Audio 100-5000 HZ	0	N/A
* Program Audio 50-8000 HZ	0	N/A
* Program Audio 50-15000 HZ	0	N/A
TYPE E - DEDICATED VIDEO		

* TV Channel, One Way 15kHz Audio	0	N/A
* TV Channel, One Way 5kHz Audio	0	N/A
TYPE F - DEDICATED DIGITAL(64 kbps)		

* Digital Voice Circuit	0	N/A
* Digital Data - 2.4kb/s	0	N/A
* Digital Data - 4.8kb/s	0	N/A
* Digital Data - 9.6kb/s	0	N/A
* Digital Data - 56kb/s	0	N/A
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)		

* Dedicated Digital - 1.544 MBPS	11	4.12
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)		

* Dedicated Digital - 3.152 MBPS	0	N/A
* Dedicated Digital - 6.312 MBPS	0	N/A
* Dedicated Digital - 44.736 MBPS	0	N/A
* Dedicated Digital - 45 MBPS or >	0	N/A
TYPE I - DEDICATED ALERT TRANSPORT	0	N/A

TYPE J - DEDICATED DERIVED CHANNEL	0	N/A

CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	0	N/A

MAINTENANCE ACTIVITIES WITH DUE DATES <*>
ALL OTHER CUSTOMERS
3rd QUARTER 2001

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
*****	*****	*****	*****	*****
CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	286,065	26,533	9.27%	17.73
* PBX	14,218	1,373	9.66%	20.52
* CENTREX	164,301	15,489	9.43%	17.90
* WATS	35	8	22.86%	27.91
* Mobile	45	10	22.22%	22.60
* Feature Group A	0	0	N/A	N/A
* Foreign Exchange	1,733	161	9.29%	19.03
* Payphone Services	3,463	525	15.16%	31.41
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	N/A	N/A	N/A	N/A
* Feature Group D	N/A	N/A	N/A	N/A
* DID (Line and Trunk)	N/A	N/A	N/A	N/A
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet ODD Access Line	N/A	N/A	N/A	N/A
* Packet Synch. Access Line	N/A	N/A	N/A	N/A
* Packet Asynch. Access Line	N/A	N/A	N/A	N/A
CATEGORY 3 - TYPE A DEDICATED METALLIC				
=====				
* Protection Alarm	N/A	N/A	N/A	N/A
* Protective Relaying	N/A	N/A	N/A	N/A
* Control Circuit	N/A	N/A	N/A	N/A
TYPE B - DEDICATED TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	N/A	N/A	N/A	N/A
* Telegraph Grade 150 Baud	N/A	N/A	N/A	N/A
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	N/A	N/A	N/A	N/A
* Voice - Switched Line	N/A	N/A	N/A	N/A
* Voice - Switched Trunk	N/A	N/A	N/A	N/A
* Voice & Tone - Radio Land Line	N/A	N/A	N/A	N/A
* Data Low Speed	N/A	N/A	N/A	N/A
* Basic Data & Voice	N/A	N/A	N/A	N/A

MAINTENANCE ACTIVITIES WITH DUE DATES <*>
ALL OTHER CUSTOMERS
3rd QUARTER 2001

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
*****	*****	*****	*****	*****
* Voice & Data - PSN Access Tie TRK	N/A	N/A	N/A	N/A
* Voice & Data - SSN Access	N/A	N/A	N/A	N/A
* Voice & Data - SSN Internach. TRK	N/A	N/A	N/A	N/A
* Data Extension, Voice Grade Data	N/A	N/A	N/A	N/A
* Protection Relay Voice Grade	N/A	N/A	N/A	N/A
* Dedicated Voice Grade - Telephoto & Facsimile	N/A	N/A	N/A	N/A
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	N/A	N/A	N/A	N/A
* Program Audio 100-5000 HZ	N/A	N/A	N/A	N/A
* Program Audio 50-8000 HZ	N/A	N/A	N/A	N/A
* Program Audio 50-15000 HZ	N/A	N/A	N/A	N/A
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	N/A	N/A	N/A	N/A
* TV Channel, One Way 5kHz Audio	N/A	N/A	N/A	N/A
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	N/A	N/A	N/A	N/A
* Digital Data - 2.4kb/s	N/A	N/A	N/A	N/A
* Digital Data - 4.8kb/s	N/A	N/A	N/A	N/A
* Digital Data - 9.6kb/s	N/A	N/A	N/A	N/A
* Digital Data - 56kb/s	N/A	N/A	N/A	N/A
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	N/A	N/A	N/A	N/A
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 6.312 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 44.736 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 45 MBPS or >	N/A	N/A	N/A	N/A
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL	N/A	N/A	N/A	N/A
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	N/A	N/A	N/A	N/A
=====				
<*> Due dates are not assigned for Category 1, Type B through Category 4 which are marked N/A. See Maintenance Activities Without Due Dates Report.				

MAINTENANCE ACTIVITIES WITH DUE DATES <'>
BOC AFFILIATED ESP
3rd QUARTER 2001

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
.....
CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	N/A	N/A	N/A	N/A
* PBX	N/A	N/A	N/A	N/A
* CENTREX	N/A	N/A	N/A	N/A
* WATS	N/A	N/A	N/A	N/A
* Mobile	N/A	N/A	N/A	N/A
* Feature Group A	N/A	N/A	N/A	N/A
* Foreign Exchange	N/A	N/A	N/A	N/A
* Payphone Services	5,377	985	18.30%	39.25
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	N/A	N/A	N/A	N/A
* Feature Group D	N/A	N/A	N/A	N/A
* DID (Line and Trunk)	N/A	N/A	N/A	N/A
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	N/A	N/A	N/A	N/A
* Packet Synch. Access Line	N/A	N/A	N/A	N/A
* Packet Asynch. Access Line	N/A	N/A	N/A	N/A
CATEGORY 3 - TYPE A DEDICATED METALLIC				
=====				
* Protection Alarm	N/A	N/A	N/A	N/A
* Protective Relaying	N/A	N/A	N/A	N/A
* Control Circuit	N/A	N/A	N/A	N/A
TYPE B - DEDICATED TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	N/A	N/A	N/A	N/A
* Telegraph Grade 150 Baud	N/A	N/A	N/A	N/A
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	N/A	N/A	N/A	N/A
* Voice - Switched Line	N/A	N/A	N/A	N/A
* Voice - Switched Trunk	N/A	N/A	N/A	N/A
* Voice & Tone - Radio Land Line	N/A	N/A	N/A	N/A
* Data Low Speed	N/A	N/A	N/A	N/A
* Basic Data & Voice	N/A	N/A	N/A	N/A

MAINTENANCE ACTIVITIES WITH DUE DATES <*>
BOC AFFILIATED ESP
3rd QUARTER 2001

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
*****	*****	*****	*****	*****
* Voice & Data - PSN Access Tie TRK	N/A	N/A	N/A	N/A
* Voice & Data - SSN Access	N/A	N/A	N/A	N/A
* Voice & Data - SSN Internach. TRK	N/A	N/A	N/A	N/A
* Data Extension, Voice Grade Data	N/A	N/A	N/A	N/A
* Protection Relay Voice Grade	N/A	N/A	N/A	N/A
* Dedicated Voice Grade - Telephoto & Facsimile	N/A	N/A	N/A	N/A
TYPE D - DEDICATED PROGRAM AUDIO				

* Program Audio 200-3500HZ	N/A	N/A	N/A	N/A
* Program Audio 100-5000 HZ	N/A	N/A	N/A	N/A
* Program Audio 50-8000 HZ	N/A	N/A	N/A	N/A
* Program Audio 50-15000 HZ	N/A	N/A	N/A	N/A
TYPE E - DEDICATED VIDEO				

* TV Channel, One Way 15kHz Audio	N/A	N/A	N/A	N/A
* TV Channel, One Way 5kHz Audio	N/A	N/A	N/A	N/A
TYPE F - DEDICATED DIGITAL(64 kbps)				

* Digital Voice Circuit	N/A	N/A	N/A	N/A
* Digital Data - 2.4kb/s	N/A	N/A	N/A	N/A
* Digital Data - 4.8kb/s	N/A	N/A	N/A	N/A
* Digital Data - 9.6kb/s	N/A	N/A	N/A	N/A
* Digital Data - 56kb/s	N/A	N/A	N/A	N/A
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				

* Dedicated Digital - 1.544 MBPS	N/A	N/A	N/A	N/A
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				

* Dedicated Digital - 3.152 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 6.312 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 44.736 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 45 MBPS or >	N/A	N/A	N/A	N/A
TYPE I - DEDICATED ALERT TRANSPORT				

TYPE J - DEDICATED DERIVED CHANNEL	N/A	N/A	N/A	N/A

CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	N/A	N/A	N/A	N/A

<*> Due dates are not assigned for Category 1, Type B through Category 4 which are marked N/A. See Maintenance Activities Without Due Dates Report.

INSTALLATION REPORT - ALL OTHER CUSTOMERS
3rd QUARTER 2001

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)
CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	736158	23428	3.18%	3.82
* PBX	17220	799	4.64%	7.38
* CENTREX	74554	1221	1.64%	4.49
* WATS	1972	51	2.59%	5.42
* Mobile	19513	36	0.18%	3.22
* Feature Group A	335	35	10.45%	13.06
* Foreign Exchange	2950	141	4.78%	9.67
* Payphone Services	4844	199	4.11%	N/A
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	46	1	2.17%	16.70
* Feature Group D	3582	135	3.77%	35.94
* DID (Line and Trunk)	0	0	0	0
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	0	0	0	0
* Packet Synch. Access Line	0	0	0	0
* Packet Asynch. Access Line	0	0	0	0
CATEGORY 3 - TYPE A				
DEDICATED METALLIC				
=====				
* Protection Alarm	1251	36	2.88%	6.16
* Protective Relaying	0	0	0	0
* Control Circuit	14	1	7.14%	4.07
TYPE B - DEDICATED				
TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	82	21	25.61%	7.84
* Telegraph Grade 150 Baud	230	14	6.09%	5.46
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	3815	128	3.36%	10.77
* Voice - Switched Line	2266	345	15.23%	15.05
* Voice - Switched Trunk	181	15	8.29%	14.28
* Voice & Tone - Radio Land Line	243	25	10.29%	9.21
* Data Low Speed	276	18	6.52%	10.91
* Basic Data & Voice	4343	516	11.88%	5.65

INSTALLATION REPORT - BOC AFFILIATED ESP OPERATIONS
3rd QUARTER 2001

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)
*****	*****	*****	*****	*****
* Voice & Data - PSN Access Tie TRK	468	55	11.75%	15.54
* Voice & Data - SSN Access	0	0	0	0
* Voice & Data - SSN Intermach. TRK	348	6	1.72%	3.97
* Data Extension, Voice Grade Data	557	26	4.67%	11.43
* Protection Relay Voice Grade	99	1	1.01%	3.57
* Dedicated Voice Grade - Telephoto & Facsimile	0	0	0	0
TYPE D - DEDICATED PROGRAM AUDIO				

* Program Audio 200-3500HZ	11	3	27.27%	45.91
* Program Audio 100-5000 HZ	7	3	42.86%	12.86
* Program Audio 50-8000 HZ	41	23	56.10%	36.63
* Program Audio 50-15000 HZ	31	17	54.84%	32.52
TYPE E - DEDICATED VIDEO				

* TV Channel, One Way 15kHz Audio	545	91	16.70%	15.14
* TV Channel, One Way 5kHz Audio	0	0	0	0
TYPE F - DEDICATED DIGITAL(64 kbps)				

* Digital Voice Circuit	68	0	0.00%	5.94
* Digital Data - 2.4kb/s	330	108	32.73%	22.08
* Digital Data - 4.8kb/s	24	5	20.83%	19.13
* Digital Data - 9.6kb/s	2281	134	5.87%	13.45
* Digital Data - 56kb/s	12911	2035	15.76%	18.94
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				

* Dedicated Digital - 1.544 MBPS	63156	12365	19.58%	25.12
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				

* Dedicated Digital - 3.152 MBPS	0	0	0	0
* Dedicated Digital - 6.312 MBPS	0	0	0	0
* Dedicated Digital - 44.736 MBPS	1183	541	45.73%	50.31
* Dedicated Digital - 45 MBPS or >	81	0	0.00%	25.32
TYPE I - DEDICATED ALERT TRANSPOR				

TYPE J - DEDICATED DERIVED CHANNI	0	0	0	0

CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	0	0	0	0

INSTALLATION REPORT - BOC AFFILIATED ESP OPERATIONS
3rd QUARTER 2001

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)
* Voice & Data - PSN Access Tie TRK	0	0	0	0
* Voice & Data - SSN Access	0	0	0	0
* Voice & Data - SSN Intermach. TRK	0	0	0	0
* Data Extension, Voice Grade Data	0	0	0	0
* Protection Relay Voice Grade	0	0	0	0
* Dedicated Voice Grade - Telephoto & Facsimile	0	0	0	0
TYPE D - DEDICATED PROGRAM AUDIO				
* Program Audio 200-3500HZ	0	0	0	0
* Program Audio 100-5000 HZ	0	0	0	0
* Program Audio 50-8000 HZ	0	0	0	0
* Program Audio 50-15000 HZ	0	0	0	0
TYPE E - DEDICATED VIDEO				
* TV Channel, One Way 15kHz Audio	0	0	0	0
* TV Channel, One Way 5kHz Audio	0	0	0	0
TYPE F - DEDICATED DIGITAL(64 kbps)				
* Digital Voice Circuit	0	0	0	0
* Digital Data - 2.4kb/s	0	0	0	0
* Digital Data - 4.8kb/s	0	0	0	0
* Digital Data - 9.6kb/s	0	0	0	0
* Digital Data - 56kb/s	0	0	0	0
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
* Dedicated Digital - 1.544 MBPS	0	0	0	0
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
* Dedicated Digital - 3.152 MBPS	0	0	0	0
* Dedicated Digital - 6.312 MBPS	0	0	0	0
* Dedicated Digital - 44.736 MBPS	0	0	0	0
* Dedicated Digital - 45 MBPS or >	0	0	0	0
TYPE I - DEDICATED ALERT TRANSPORT				
TYPE J - DEDICATED DERIVED CHANNEL				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)				

INSTALLATION REPORT - BOC AFFILIATED ESP OPERATIONS
3rd QUARTER 2001

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)
CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	166	1	0.60%	29.55
* PBX	579	12	2.07%	28.52
* CENTREX	0	0	0	0
* WATS	0	0	0	0
* Mobile	0	0	0	0
* Feature Group A	168	52	30.95%	33.65
* Foreign Exchange	0	0	0	0
* Payphone Services	4,231	163	4.10%	N/A
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	0	0	0	0
* Feature Group D	0	0	0	0
* DID (Line and Trunk)	0	0	0	0
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	0	0	0	0
* Packet Synch. Access Line	0	0	0	0
* Packet Asynch. Access Line	0	0	0	0
CATEGORY 3 - TYPE A				
DEDICATED METALLIC				
=====				
* Protection Alarm	0	0	0	0
* Protective Relaying	0	0	0	0
* Control Circuit	0	0	0	0
TYPE B - DEDICATED				
TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	0	0	0	0
* Telegraph Grade 150 Baud	0	0	0	0
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	0	0	0	0
* Voice - Switched Line	0	0	0	0
* Voice - Switched Trunk	0	0	0	0
* Voice & Tone - Radio Land Line	0	0	0	0
* Data Low Speed	0	0	0	0
* Basic Data & Voice	19	0	0.0%	35.89